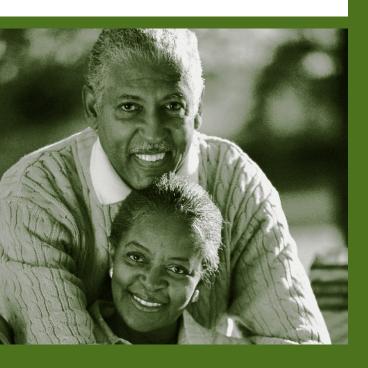
Who Can Contact an Ombudeman?

Tenants and their families

Staff at facilities or community agencies

Anyone who has questions or concerns about the rights of long-term care consumers or suspects that someone in a long-term care setting is not receiving proper care.

Tenants have many rights which are guaranteed by law. An Ombudsman can help you protect these rights. You may contact us whenever you have questions or problems. If you wish, your name can be kept confidential.





State of Wisconsin
Board on Aging and Long Term Care
Ombudsman Program
1402 Pankratz St., Suite 111
Madison, WI 53704-4001
1.800.815.0015

website email http://longtermcare.wi.gov boaltc@ltc.state.wi.us

A Voice for Residential Care Apartment Complex Tenants

The Long Term Care
Ombudsman

Serving Tenants Aged 60 and Older





What is an Ombudsman?

The word *Ombudsman* (Om-budz-man) is Scandinavian. In this country the word has come to mean an advocate or helper. An Ombudsman protects and promotes the rights of long-term care consumers, working with tenants and their families to achieve quality care and quality of life. The program is required by law. In Wisconsin the Board on Aging and Long Term Care operates the program statewide.

Our Services are Provided at No Charge.

You have a legal right to express concerns without fear of retaliation.

Concerns or questions can be made by phone, e-mail or letter. Contact us at our statewide toll free number:

1-800-815-0015

How Can an Ombudsman Help?

An Ombudsman can:

Answer questions about care options, such as home care, community-based residential facilities (group homes), nursing homes, adult family homes or residential care apartment complexes.

Investigate complaints in these long-term care settings, and suggest solutions.

Help tenants and their families resolve problems.

Promote the rights of residential care apartment complex tenants.

Provide consultation services to help tenants, families, or facilities avoid problems, or solve them before they become crises.

Speak to facility or community groups about long-term care issues, especially tenant rights.

Work with tenant or family councils, community organizations, and the state regulatory agency to improve tenants' quality of life.

Answer questions about financial options, such as private insurance, Family Care and the Community Options Program.

